

In the Claims

1. (CURRENTLY AMENDED) A method of operating a telecommunications network, the method comprising:

receiving signaling for a voice call;

processing the signaling to generate a query to a call center having a plurality of devices within the call center;

transmitting the query to the call center;

receiving a query response wherein the query response includes a packet address that identifies a device from among the plurality of devices within the call center;

transferring communications for the voice call to the ~~device~~ call center in packets wherein the packets include headers having the packet address allowing the call to be routed within the call center to the device without requiring translation within call center.

2. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a caller number.

3. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a time of day.

4. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a day of the week.

5. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a day of the year.

6. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a geographic region.

7. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on a called number.

8. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based on load balancing statistics of call center resources.

9. (ORIGINAL) The method of claim 1 further comprising processing the query to identify the packet address based upon caller entered digits.

10. (CURRENTLY AMENDED) The method of claim 1 wherein the packet address comprises a hardware address of ~~a~~ the device used to receive the call at the call center.

11. (ORIGINAL) The method of claim 10 wherein the packet address comprises a port identifier.

12. (ORIGINAL) The method of claim 10 wherein the packet address comprises a MAC-layer address.

13. (ORIGINAL) The method of claim 10 wherein the packet address comprises an ATM address.

14. (CANCELLED)

15. (CURRENTLY AMENDED) A telecommunications system comprising:

a call processing system configured to receive signaling for a voice call, process the signaling to generate a query to a call center having a plurality of devices within the call center, transmit the query to the call center, and receive a query response wherein the query response includes a packet address that identifies a device from among the plurality of devices within the call center; and

a routing system configured to transfer communications for the voice call to the device ~~call-center~~ in packets wherein the packets include headers having the packet address allowing the call to be routed within the call center to the device without requiring translation within call center.

16. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a caller number used to identify the packet address.

17. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a time of day used to identify the packet address.

18. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a day of the week used to identify the packet address.

19. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a day of the year used to identify the packet address.

20. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a geographic region used to identify the packet address.

21. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes a called number used to identify the packet address.

22. (PREVIOUSLY PRESENTED) The telecommunications system of claim 15 wherein the query includes caller entered digits used to identify the packet address.

23. (CURRENTLY AMENDED) The telecommunications system of claim 15 wherein the packet address comprises a hardware address of a the device used to receive the call at the call center.

24. (PREVIOUSLY PRESENTED) The telecommunications system of claim 23 wherein the packet address comprises a port identifier.

25. (PREVIOUSLY PRESENTED) The telecommunications system of claim 23 wherein the packet address comprises a MAC-layer address.

26. (PREVIOUSLY PRESENTED) The telecommunications system of claim 23 wherein the packet address comprises an ATM address.

27. (CANCELLED)